

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) A household Internet connection monitoring and troubleshooting method comprising the steps of:

detecting a connectivity problem with a household Internet connection, the household Internet connection connecting a household intranet to the Internet;

selecting a contact point from a list of multiple contact points of a ~~resident maintainer~~ of the household, the contact points including at least one among a mobile telephone number, a pager number, a work number, and a fax telephone number;

attempting to establish a communication connection with said contact point, wherein said communication connection is different ~~than~~ from said household Internet connection;

if the attempt fails, selecting another contact point from the list and attempting to establish a communication connection with the other contact point until a communication connection is successfully established with one of the contact points in the list, wherein if all attempts fail, a message is left to one of the contact point;

conveying a problem notification to the contact point through the communication connection;

providing at least one option for troubleshooting the connectivity problem;

receiving a selection of one of the at least one option; and

responsively performing an action relating to the Internet connection based on the received selection of option.

2. (Original) The method of claim 1, wherein said communication connection is a

voice connection, and wherein said problem notification is a speech message.

3. (Original) The method of claim 2, further comprising the steps of:
responsive to said detecting step, automatically generating a personalized problem report; and
text-to-speech converting said problem report resulting in said problem notification.

4. (Cancelled).

5. (Previously Presented) The method of claim 1, wherein said selection comprises a Dual Tone Multiple Frequency input.

6. (Previously Presented) The method of claim 1, where said selection comprises a speech input, said method further comprising the step of:
speech-to-text converting said input, wherein said action is initiated responsive to said converted input.

- 7-20. (Cancelled).

21. (New) A household Internet connection monitoring and troubleshooting system comprising:

means for detecting a connectivity problem with a household Internet connection, the household Internet connection connecting a household intranet to the Internet;

means for selecting a contact point from a list of multiple contact points of a maintainer of the household, the contact points including at least one among a mobile telephone number, a pager number, a work number, and a fax telephone number;

means for attempting to establish a communication connection with said contact point, wherein said communication connection is different from said household Internet connection;

means for, if the attempt fails, selecting another contact point from the list and attempting to establish a communication connection with the other contact point until a communication connection is successfully established with one of the contact points in the list, wherein if all attempts fail, a message is left to one of the contact point;

means for conveying a problem notification to the contact point through the communication connection;

means for providing at least one option for troubleshooting the connectivity problem;

means for receiving a selection of one of the at least one option; and

means for responsively performing an action relating to the Internet connection based on the received selection of option.

22. (New) A machine-readable storage having stored thereon, a computer program having a plurality of code sections, said code sections executable by a machine for causing the machine to perform the steps of:

detecting a connectivity problem with a household Internet connection, the household Internet connection connecting a household intranet to the Internet;

selecting a contact point from a list of multiple contact points of a maintainer of the household, the contact points including at least one among a mobile telephone number, a pager number, a work number, and a fax telephone number;

attempting to establish a communication connection with said contact point, wherein said communication connection is different from said household Internet connection;

if the attempt fails, selecting another contact point from the list and attempting to

establish a communication connection with the other contact point until a communication connection is successfully established with one of the contact points in the list, wherein if all attempts fail, a message is left to one of the contact point;

conveying a problem notification to the contact point through the communication connection;

providing at least one option for troubleshooting the connectivity problem;

receiving a selection of one of the at least one option; and

responsively performing an action relating to the Internet connection based on the received selection of option.

23. (New) The machine-readable storage of claim 22, wherein said communication connection is a voice connection, and wherein said problem notification is a speech message.

24. (New) The machine-readable storage of claim 23, further comprising the steps of:
responsive to said detecting step, automatically generating a personalized problem report; and

text-to-speech converting said problem report resulting in said problem notification.

25. (New) The machine-readable storage of claim 22, wherein said selection comprises a Dual Tone Multiple Frequency input.

26. (New) The machine-readable storage of claim 22, where said selection comprises a speech input, said method further comprising the step of:

speech-to-text converting said input, wherein said action is initiated responsive to said converted input.